

What is claimed is:

1. A method for accessing information on a network, comprising:
receiving a first voice command, wherein the first voice command is associated with
at least a second voice command and the second voice command is associated with at least
one item of work to be performed by a computational component; and

5 in response to the first voice command, performing the at least one item of work
without receiving the second voice command.

2. The method of Claim 1, wherein the first voice command is associated with
a macroinstruction or set of macroinstructions.

3. The method of Claim 1, further comprising:
comparing a third voice command with a macrolibrary to determine whether the first
voice command is in the macrolibrary.

4. The method of Claim 3, wherein, when the third voice command is not in the
macrolibrary, the third voice command is not associated with one or more macroinstructions
and further comprising:

performing a work item associated with the third voice command.

5. The method of Claim 3, wherein, when the third voice command is in the macrolibrary, further comprising:

determining if the third voice command corresponds to at least one of creating a macroinstruction, editing a macroinstruction, and deleting a macroinstruction;

5 when the third voice command does not correspond to the at least one of creating a macroinstruction, editing a macroinstruction, and deleting a macroinstruction, executing a macroinstruction associated with the third voice command.

6. The method of Claim 5, when the third voice command corresponds to the at least one of creating a macroinstruction, editing a macroinstruction, and deleting a macroinstruction, further comprising:

requesting a name of a macroinstruction.

7. An apparatus that performs the method of Claim 1.

8. A computer-readable medium containing software, which, when executed in a computer, causes the computer to perform the method of Claim 1.

9. A voice portal of a telecommunications system, comprising:

a macrolibrary containing at least one voice command associated with one or more macroinstructions, the one or more macroinstructions referencing instructions associated with a plurality of voice commands other than the at least one voice command.

10. The voice portal of Claim 9, further comprising:

a voice agent operable to (a) receive a voice command from a voice recognition component, the voice command being associated with the one or more macroinstructions in the macrolibrary, (b) associate the voice command with the one or more macroinstructions, and (c) cause the performance of at least one work item associated with the one or more macroinstructions.

11. The voice portal of Claim 9, wherein the voice portal is operably connected to a telephony switching system.

12. A voice responsive system for managing information, comprising:

voice recognition means for performing voice recognition on a voice command, the voice command being associated with at least one macroinstruction; and

voice agent means for recognizing, based on at least part of the voice command, the

5 at least one macroinstruction and causing the performance of at least one work item associated with the at least one macroinstruction.

13. The voice responsive system of Claim 12, wherein the voice recognition means compares detected voice signal patterns to predetermined voice signal patterns to identify at least word in the voice command.

14. The voice responsive system of Claim 12, wherein the voice agent means comprises at least one of creating means for creating a new macroinstruction, editing means for editing a selected macroinstruction, and deleting means for deleting a selected macroinstruction.

15. The voice responsive system of Claim 12, further comprising:

memory means for storing the at least one macroinstruction.

16. A voice responsive system for managing information, comprising:

a voice agent operable to receive a voice command from a voice recognition component, at least part of the voice command being associated with at least one macroinstruction, associate the at least part of the voice command with the at least one macroinstruction, and cause the performance of at least one work item associated with the at least one macroinstruction.

17. The voice responsive system of Claim 16, wherein the voice agent is connected to a telephony switch.

18. The voice responsive system of Claim 16, further comprising:

a macrolibrary containing the at least one macroinstruction and the associated at least part of the voice command.

19. The voice responsive system of Claim 16, wherein the voice agent is also operable to create a new macroinstruction, edit a selected macroinstruction, and delete a selected macroinstruction

20. A method for accessing information on a network, comprising:
receiving a first voice command associated with at least a first macroinstruction; and
executing the at least first macroinstruction.

21. The method of Claim 20, wherein the at least a first macroinstruction
references at least a second voice command having a corresponding at least a second
instruction and the corresponding at least a second instruction is associated with at least one
item of work to be performed by a computational component.

5 in response to the first voice command, performing the at least one item of work
without receiving the second voice instruction.

22. The method of Claim 21 further comprising:
comparing the first voice command with a macrolibrary containing a listing of voice
commands and corresponding macroinstructions.

23. The method of Claim 22, further comprising:
comparing a third voice command with the macrolibrary to determine whether the
third voice command is in the macrolibrary.

24. The method of Claim 23, wherein, when the third voice command is not in the macrolibrary, the third voice command does not have a corresponding macroinstruction and further comprising:

executing at least one work item associated with the third voice command.

25. The method of Claim 23, wherein, when the third voice command is in the macrolibrary, further comprising:

determining if the third voice command corresponds to at least one of creating a macroinstruction, editing a macroinstruction, and deleting a macroinstruction;

when the third voice command does not correspond to the at least one of creating a macroinstruction, editing a macroinstruction, and deleting a macroinstruction, executing at least a third macroinstruction associated with the third voice command.

26. The method of Claim 25, when the third voice command corresponds to the at least one of creating a macroinstruction, editing a macroinstruction, and deleting a macroinstruction, further comprising:

requesting a name of at least a fourth macroinstruction.

27. An apparatus that performs the method of Claim 20.

28. A computer-readable medium containing software, which, when executed in a computer, causes the computer to perform the method of Claim 20.

29. A method for creating a voice macroinstruction, comprising:
receiving at least one spoken word associated with creating a voice macroinstruction;
requesting a voice command corresponding to the voice macroinstruction; and
requesting a plurality of work items to be performed in response to the voice
macroinstruction.

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30. The method of Claim 29, further comprising:

comparing a voice signal associated with the at least one spoken word with a
predetermined voice signal to detect the at least one spoken word.

31. The method of Claim 29, wherein, when the voice command is detected, the
voice macroinstruction is to be executed.

32. The method of Claim 29, wherein the plurality of work items are associated
with at least a second voice command.

33. An apparatus operable to perform the method of Claim 29.

34. A method for editing a voice macroinstruction, comprising:

receiving from a user at least one spoken word associated with editing a first voice macroinstruction;

5 requesting of the user a first voice command corresponding to the first voice macroinstruction;

presenting to the user at least second and third voice commands embedded in the first voice command; and

10 receiving from the user, for each of the at least second and third voice commands, an edit command.

35. The method of Claim 34, further comprising:

comparing a voice signal associated with the at least one spoken word with a predetermined voice signal to detect the at least one spoken word.

36. The method of Claim 34, wherein, when the first voice command is detected, the first voice macroinstruction is to be executed.

37. An apparatus operable to perform the method of Claim 34.